

# Wisconsin Technical Assistance and Training (TAT) Plan

Part I. Performance Enhancement Strategies,  
Part II. TAT Action Plan &  
Part III. Proposed Budget for WI TAT Plan

PY2003

## **WIA PERFORMANCE ENHANCEMENT PROJECT**

Wisconsin's vision for its workforce development system incorporates a number of elements, which in total stress the core strategic values of quality, high performance and effectiveness in service delivery to job seekers, workers and employers. Services provided through the Workforce Investment Act (WIA) are a key component of Wisconsin's workforce development system. WIA's performance standards and management system provide the key indicators for determining the degree to which Wisconsin is living up to its core strategic values. WIA performance results in PY 2001, as well as preliminary results for PY 02, for the State as a whole and for individual workforce development areas indicate that improvement is needed. This paper provides the key strategies and specific plans for facilitating improvement across the State's WIA program delivery system.

### **PART I: PERFORMANCE ENHANCEMENT STRATEGIES**

The following outlines the key strategies that will be employed to improve the state WIA program delivery system.

#### **A. ASSET Improvement**

The key issue affecting state and local WIA performance is the state's ASSET System. To address this issue, DWS has reengineered the ASSET system; the new system went active on April 1, 2003. In addition, DWS plans to provide technical assistance and training to ensure that staff can effectively use the system and establish a vehicle for ongoing input into the system's continuous improvement. An action plan to address this strategy includes the following activities.

- ◆ Provide initial self-study and classroom training on the new system for ASSET managers/users; [Done]
- ◆ Establish an ASSET User Group [Done] charged with:
  - ⇒ Quickly identifying problems and implementing strategies to address problems as they occur
  - ⇒ Identifying/creating management reports useful to local areas; and
- ◆ Develop a plan for continual training for managers/users to maintain and update knowledge/skills in system use [In process by the ASSET User Group].

#### **B. Statewide Training**

Some issues related to poor performance in WIA performance standards are common across multiple WDAs. DWS plans to provide statewide training to address these common issues. An action plan to address this strategy includes the following activities.

- ◆ DWS staff will conduct an analysis of WDA performance issues to identify non-ASSET issues that may be common across WDAs. The analysis will be based on DWS' review of monitoring reports, ASSET data, and other information available at the state level. [Done]

- ◆ DWS will develop a specific plan for response to the identified statewide training needs above, including training to be provided; audience; delivery methods, timetables, and resources; and other pertinent information. [Done]
- ◆ DWS will secure statewide training through a request to US DOL whenever possible based on the above analysis and program-specific planning. Other DWS resources will be identified/secured as available to ensure implementation of the training plan developed. [In process]

### C. Optional WDB TAT

For some local areas, individualized TAT may be needed to address specific performance standard improvement needs. An action plan to address this strategy includes the following activities.

- ◆ A total of \$253,000 is reserved for WDAs to address specific TAT needs (\$23,000 each). TAT requests must be directed to improving specific WIA performance standards. For WDBs that are required to submit a corrective action plan, TAT requests will be considered/negotiated within the context of corrective action planning activities. WDBs will jointly determine with DWS the best approach/method and sources for provision of TAT.
- ◆ Options for provision/delivery of TAT are through DWS staff, peer-to-peer TAT, WDB-secured training provider and/or consultant, and/or WDB proposal to DOL for Regional Capacity Building funds (supported by DWS).
- ◆ WDBs must submit a request for TAT funds to DWS to receive state set-aside funds for TAT. Funds may be used to secure/support a consultant, a training provider and/or peer-to-peer TAT. WDBs **may at their option** complete a self-assessment to assist in identifying TAT needs. If WDBs request funds from DWS, the WDB must submit a specific proposal that details the performance standard(s) to be addressed, the goals/objectives and expected outcomes of the TAT activity, the anticipated contractor, and detailed budget. Funding requests must be submitted by October 31, 2003. Funding decisions will be based on the degree to which the proposed TAT is consistent with TAT outlined in approved corrective actions as applicable, addresses WDA identified improvement needs, and demonstrates clear potential for improving performance standards. WDBs may, but are not required to, include the self-assessment to demonstrate their need for the TAT funds requested.
- ◆ If more requests are submitted for DWS staff-provided or DWS-funded TAT than resources available, DWS will give priority to those WDAs that failed the same performance measure two years in a row. Priority will also be given to those WDAs that are in jeopardy of failing the same standards for a third consecutive year.
- ◆ If funds reserved for Optional WDB TAT remain available at the conclusion of the initial request period, the remaining funds will be made available for additional statewide ASSET TAT and additional WDB TAT. Distribution of additional WDB TAT will be through the proposal request process and priorities outlined above.

## Part II. Statewide Technical Assistance and Training Action Plan

Area/Topic (Activity)	Target Audience	Method of TA	Provider/Source	Hours/Days or Costs and Funding Source	Target Date
<b>1. ASSET System (WIA data Management System)</b>					
<b>A. ASSET on-line self study -</b> Introduce ASSET reengineered system with on-line self study training (entails correcting system errors as identified). Must complete self study to obtain security clearance. Presently there are 760 users in ASSET production.  <b>Performance Standards Impact:</b> All WIA performance measures.	Statewide, front line service provider (ASSET user) staff, includes subcontract staff, (i.e., WDA staff working on WIA Programs)	On-line self study of system user's guide and case studies	DWD/DWS Staff (IT and Training Office)	A. & B. <b>Total:</b> \$29,547.50  <b>Funding Source:</b> DWD/DWS WIA Administrative funding *	ASSET reengineered system running April 1, 2003
<b>B. ASSET Labs -</b> Offer three labs for all service provider staff. Labs available in Oshkosh, Madison and Eau Claire.  <b>Performance Standards Impact:</b> All WIA performance measures.	Statewide, front line service provider (ASSET user) staff, includes subcontract staff, (i.e., WDA staff working on WIA Programs)	One-day classroom training	DWD/DWS Staff (IT and Training Office)		ASSET Labs offered: May 1, 12 & 13, 2003
<b>C. ASSET Data Warehouse Expert Training</b>  <b>Performance Standards Impact:</b> All WIA performance measures with an emphasis on the measures that state as a whole and/or individual WDAs have difficulty meeting, e.g., placement/retention (younger youth), earnings gains (adults, older youth)m credential rates (older youth, adults, dislocated workers), diploma/equivalent attainment (younger youth).	ASSET User Group (WDB ASSET Leads)	On-site computer based/instructor provider training	DWD/DWS and Deloitte & Touche Consulting	<b>Total : \$12,000</b>  <b>Funding Source:</b> WI State Set-aside Funding**	Winter 2003

Area/Topic (Activity)	Target Audience	Method of TA	Provider/Source	Hours/Days or Costs and Funding Source	Target Date
<p><b>D. ASSET Users</b> Data Entry and Performance Standards Review and Question/Answer Sessions.</p> <p><b>Performance Standards Impact:</b> <i>All WIA performance measures with an emphasis on the measures that the state as a whole or individual WDAs have difficulty meeting, e.g., placement/retention (younger youth), earnings gains (adults, older youth), credential rates (older youth, adults, dislocated workers), diploma/equivalent attainment (younger youth).</i></p>	Statewide, local ASSET managers, front line service provider staff, includes subcontract staff, (i.e., WDA staff working on WIA Programs)	Annual, one-day data entry and performance standards review offered to WDBs on individualized basis. Review will include general info on how to use ASSET and the reporting system and specific info on the data warehouse	DWD/DWS staff and ASSET User Group members	<p>Travel costs covered as needed.</p> <p><b>Funding Source:</b> DWD/DWS WIA Administrative funding *</p>	Annually
<p><b>2. Performance Standards Conference</b></p> <p>Increase awareness of federal and state standards being measured, share “best practices” and tips on how to effectively manage and improve performance and meet standards, and improve staff ability to analyze and interpret performance data.</p> <p><b>Performance Standards Impact:</b> <i>All WIA performance measures with an emphasis on the measures that the state as a whole or individual WDAs have difficulty in meeting, e.g., . placement/retention (younger youth), earnings gains (adults, older youth)m credential rates (older youth, adults, dislocated workers), diploma/equivalent attainment (younger youth)</i></p>	DWD state staff and statewide, WDB staff and WIA service provider (including subcontract) staff WIA Title I program areas	Statewide, two-day conference (Madison, WI)	DOL ETA staff and private vendor (e.g. Social Policy Research or John Chamberline)	<p><b>Total \$30,000</b></p> <p><b>Funding Sources:</b></p> <p>1. WI State Set-aside Funding - \$15,000 **</p> <p>2. DOL ETA TAT funding - \$15,000 ***</p>	Spring 2004

Area/Topic (Activity)	Target Audience	Method of TA	Provider/Source	Hours/Days or Costs and Funding Source	Target Date
<p><b>3. Youth Services Roundtables</b>            Refresher on WIA Youth Services programs/approaches leading to improved performance. Will address case management, skills/goals setting, ISS development and offer tips on effective assessment, program exiting, tracking and follow-up.</p> <p><b>Performance Standards Impact:</b> <i>All WIA Youth Program measures, with emphasis on measures the state whole or individual WDAs have difficulty meeting, e.g., younger youth placement/retention, diploma/equivalent and older youth credentials &amp; earnings.</i></p>	Statewide, WIA Title I WDB youth staff, front line service provider staff (includes subcontract staff) and youth council members.	Four, one-day Youth Services Roundtables held in four locations: Eau Claire, Green Bay, Madison and Milwaukee.	DWD/DWS expert staff trainers & facilitators	<p><b>Total: \$10,050</b></p> <p>Training expenditures include, facilities rentals; AV/equipment rentals; and trainer fee, travel and lodging</p> <p><b>Funding Source:</b> WI State Set-aside Funding **</p>	October 9, 15, 23, 30, 2003
<p><b>4. Enhanced Case Management Skills Training</b>            A. WIA Case Management Strategies            B. Goal Setting and Employment Planning: Meeting Customer Goals</p> <p>Training will be customized for WIA related workforce, economic and life-long learning development. Training will focus on the fundamentals of effective case management, service strategy plans, assessment, case notes, and follow up.</p> <p><b>Performance Standards Impact:</b> <i>All WIA performance measures, with emphasis on the measures that state or individual WDAs have difficulty meeting, e.g., placement/retention (younger youth), earnings gains (adults, older youth), credential rates (older youth, adults, dislocated workers), diploma/equivalent (younger youth).</i></p>	Front line service provider (includes subcontract) staff WIA Title I program areas	<p>Statewide, two-day course case management training series offered at four locations. Each two-day course has a capacity of 25 to 30 participants.</p> <p>Courses offered at DWD/DWS Computer Learning Centers in four locations: Eau Claire, Oshkosh, Madison and Milwaukee.</p>	Private Vendor (The Kaiser Group)	<p><b>Total: \$17,677</b></p> <p>Training expenditures includes training materials, trainer and travel costs, and computer learning center rentals.</p> <p><b>Funding Sources</b></p> <ol style="list-style-type: none"> <li>1. DWD/DWS WIA Administrative funding - \$3,377*</li> <li>2. Region V DOL TAT funding - \$14,300***</li> </ol>	Winter 2003/4

Area/Topic (Activity)	Target Audience	Method of TA	Provider/Source	Hours/Days or Costs and Funding Source	Target Date
<b>5. Earnings and Career Advancement (Compressed Video) Symposium</b> A. Identifying WI's growth industries and developing strategies to provide related skills upgrade training. B. Discussing strategies that lead to job advancement and increased earnings, (e.g., mentoring, on-the-job training, skills and occupational certifications)  <b>Performance Standards Impacts:</b> <i>WIA Earnings Gains measures for adult, dislocated workers and youth programs.</i>	Statewide, front line service provider (includes subcontract) staff WIA Title I program areas	One-day Symposium via compressed video Symposium offered through compressed video at four state facilities: Eau Claire, Green Bay, Madison and Milwaukee	DWS staff, DOL ETA staff, and other states' staff that have utilized strategies to consistently meet their earnings and advancement standards (Invite representatives from other states with "best practices")	<b>Total: \$2,064</b>  Expenditures include: Line Charges; Bridge Charges; Site support fees; and Guest "best practices" presenters travel and lodging  <b>Funding Source:</b> WI State Set-aside Funding **	Winter 2003/4
<b>6. Comprehensive Workforce Development Worker Model</b> (on line WIA staff resource) This project will add WIA basics and program management to enhance the existing new and experience Workforce Development worker models on line resources developed by the DWD/DWS Training Unit.  WIA basics will cover program and performance requirements and their relationship to ASSET. Program management techniques will include information on the importance of monitoring service providers and the strategies for ensuring accuracy and integrity of data entry on ASSET. The WIA policy and training guides will be linked to this site.  <b>Performance Standards Impact:</b> <i>All WIA performance measures.</i>	DWS staff and statewide WDA staff WIA Title I program areas	On line WIA staff resource information	DWS Training Staff, DWD/DWS State staff and WDAs staff as needed for feedback on web site.	<b>Total: \$6,750</b> (Estimated 80 hours for site resource development)  Fees cover DWD/DWS training staff time on collection, development, review and posting of on line resources.  <b>Funding Sources</b> 1. DWD/DWS WIA Administrative funding - \$750*  2. Region V DOL TAT funding - \$6,000 ***	Winter 2003/4

Area/Topic (Activity)	Target Audience	Method of TA	Provider/Source	Hours/Days or Costs and Funding Source	Target Date
<b>7. WIA Performance Accountability Technical Assistance web page</b>  Establish web page with information on WIA core measures, performance accountability, calculating measures, understanding performance measures, case studies and quizzes. Information on new "common measures" would be posted and maintained on site. Goal to have web site similar to DOL Region 6 CA site. This page would be linked to WI DWD/WIA web site.  <i><b>Performance Standards Impact:</b> All WIA performance measures.</i>	DWS staff and statewide WDA staff WIA Title I program areas	On-line (Internet) resource	DWD/DWS staff	Costs TBD (Estimate 8-weeks or 320 hours) <b>Funding Source:</b> WI State Set-aside Funding **	Winter 2003/4
DWD/DWS WIA Administrative Funding * Total				\$33,675	
WI State Set-aside Funding ** Total				\$39,114	
DOL ETA TAT Funding *** Total				\$35,300	
			<b>TOTAL</b>	<b>\$108,089</b>	



**PART III - WISCONSIN TECHNICAL ASSISTANCE AND TRAINING PLAN**  
**PROPOSED BUDGET**  
**STATE WIDE AND WDB-SPECIFIC TAT**  
(January - December 2003/PY 2002 Program Funds)

TAT Activity		(A) WIA State Set Aside Funds	(B) WIA Administrative Funds	(C) DOL Requested Funds
<u>Statewide</u>	ASSET			
	a. On-Line User Guide	\$12,000	\$29,548	
	b. Asset Labs (3 -1day)			
	c. ASSET Data Warehouse Expert Training			
	d. ASSET User Data Entry/Perf Standards Review * (1 -1 day)			
	Performance Standards Conference (1 - 2 days)	\$15,000		\$15,000
	Youth Services Roundtables* (4 - 1 day)	\$10,050		
	Enhanced Case Management (4 - 2 days)		\$3,377	\$14,300
	Earnings & Career Advancement Symposium (1 - 1 day video)	\$2,064		
	Comprehensive Workforce Development Model (on-line)		\$750	\$6,000
	WIA Performance Accountability TA Web Page*	TBD		
Sub Total		\$39,114	\$33,675	\$35,300
WDA- Based TAT	WDAs requiring corrective action plans (4)	\$92,000		
	Other WDAs (7)	\$161,000		
Sub total		\$253,000	00	00
RESERVE	<ul style="list-style-type: none"> <li>State and Local travel</li> <li>Web page development</li> <li>Unanticipated needs (e.g. ASSET User Group)</li> </ul>	\$7,886		
Sub total		\$7,886	00	00
<b>TOTAL</b>		<b>\$300,000</b>	<b>\$33,675</b>	<b>\$35,300</b>
<b>Note:</b> The CWI WSCO Committee recommended allocating \$300,000 in PY 02 Governor's Set Aside for Performance Incentives and Technical Assistance to WDAs. (A) represents this funding. Funding identified for ASSET-related on-line and lab training was funded through unexpended WIA administrative funds allocated for staff salaries				